



## West Hartford-Bloomfield Health District Job Description

**Job Title:** Community Health Assistant

**Reports To:** Director of Health

**FLSA:** Non-Exempt

**Job Purpose:**

Under administrative direction, provides administrative support to meet the District's goals in supporting the Independent Contractor Agreement with Access Health CT.

**Essential Job Functions:**

- Provides direct assistance to clients enrolling in Access Health CT eligible programs.
- Serves as a point of contact for individuals and families in need of assistance; assists clients with the enrollment process or refers to other eligible community programs, agencies, or public health services.
- Disseminates informative materials to clients, their partners and their families.
- Provides outreach in areas where potential clients congregate in order to recruit them into various programs, i.e., health fairs, senior centers, et al.
- Work cooperatively with local organizations and service agencies to ensure delivery of services to high-risk clients.
- Provides follow-up on client access and utilization of Access Health CT coverage plans.
- Performs data input of client information, program statistics, and other program records.
- Maintains up-to-date and accurate program statistics and program records.
- Facilitates the efficient operation of the office by greeting clients and visitors, answering telephones, responding to client inquiries or referring to appropriate personnel, take messages, and maintaining the filing of manual and electronic records.
- Prepares reports related to program statistics and outcomes.
- Responds to and maintains confidential/sensitive information and situations.
- Performs other related work, as requested.

**Additional Job Responsibilities:**

- Maintains approach to clients, colleagues, and the public in a manner that demonstrates courteousness and interest.
- Enhances the accomplishment of District goals.

- Works in collaboration with other agencies.
- Performs special projects, planning events, and data collections, as needed.

### **Knowledge, Skills, and Abilities:**

- Knowledge of public health services and programming.
- Knowledge of community engagement activities and programming.
- Knowledge of HIPAA and client confidentiality standards and practices and the ability to maintain same.
- Working knowledge of standard office practices.
- Ability to operate a personal computer utilizing a Windows environment with proficiency in Microsoft Office required including Word, Excel, and ability to learn discreet departmental and program software products.
- Ability to work with a high degree of accuracy in recording information.
- Ability to establish and maintain a variety of complex manual and automated file and record systems.
- Ability to express oneself clearly and concisely, orally and in writing, using a telephone or in person, in face-to-face, one-on-one conversations or in-group meetings.
- Ability to interface and professionally manage people who, at times, may be agitated.
- Ability to accept responsibility and accountability for the accuracy and efficiency of workloads.
- Ability to plan, implement and control processing requirements.
- Ability to interact in a positive and effective manner, and to establish and maintain positive work relationships with supervisor, colleagues, outreach team members, public health partners, health care providers, state and federal agencies, and the general public using principles of good customer service.
- Ability to manage challenging and stressful situations.
- Strong organizational skills in a multi-task environment. Ability to plan and work independently, ability to work and prioritize several on-going tasks.
- Ability to travel to various locations and facilities within the District for program activities.

### **Work Environment and Mental/Physical Demands:**

Work is performed in a variety of environments and locations. The general business office environment involves everyday risks or discomforts requiring normal safety precautions, and is subject to walk-in traffic, interruptions, distractions and background noise. Use of safe work practices with office equipment, avoidance of trips and falls is expected. Work is also required off-site at various facilities, including home visits, within the boundaries of the West Hartford-Bloomfield Health District and to attend meetings in other area communities. Works independently with minimum of supervision.

Must have ability to be mobile, use hands, fingers, handle or feel objects to utilize business office equipment. Must be able to push/pull light objects, occasionally lifting materials and supplies up to twenty (20) pounds. Must be able to perform such tasks as writing, typing, using a calculator, and skills which require hand-eye coordination such as using a computer. Must be able to attend to tasks for an extended period of time (45-60 minutes). Must be able to concentrate on fine details with occasional interruption and remember multiple assignments given over a period of time. Must be able to communicate in English and be understood clearly; hearing requirements include the ability

to effectively interact with customers in person or by telephone. May be exposed to a variety of weather related conditions. May be exposed to dust and fluctuations in temperatures. Work is conducted in conformance with the general principles of the West Hartford-Bloomfield Health District and the Independent Contractor Agreement.

**Minimum Qualifications:**

High school diploma or equivalent with three (3) years' of closely related work experience; or a Bachelor's degree from an accredited college or university with one year of closely related work experience. Community Health Outreach or Public Health experience is preferred. A valid State of Connecticut drivers' license and acceptable driving history.

Bilingual in English and Spanish is preferred.

**NOTE:** This position is grant-funded and individuals appointed to the position must satisfactorily complete a post-offer reference and background check as required under the terms of the Independent Contractor Agreement.

*The above description is intended as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. It is intended as a guide for personnel actions and must not be taken as a complete itemization of all facets of any job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*